JCE Software Technical Support

If you have a problem that is not addressed in the text and PDF files included on the Flying Over Atoms CD and all required hardware and software are present and in working order, contact the *JCE Software* office for technical assistance. For quickest response, call, send a FAX, or an email message.

Telephone: 800-991-5534 (USA only) or 608-262-5153
FAX: 608-265-8094
email: JCESoft@chem.wisc.edu

Regular office hours are Monday—Friday, 9:00 a.m. to 5:00 p.m. (Central Time). An answering machine is available at all times. Your telephone or email message should include the following information:

• Your name

• How we may contact you (telephone number or email address)

• The best time to reach you by telephone

• Title of the program

• A description of the problem

• A description of your computer system (model, RAM, operating system version, etc.)

If you do not receive a response to a telephone message or email within two working days, please contact the office again during office hours and request that your call be transferred (or email message be forwarded) immediately to a technical editor.

Online Assistance

A technical support section is available on our WWW site at http://jchemed.chem.wisc.edu/JCESoft/ where you may find a list of technical questions we have received and answers or solutions for each program we publish. If you have WWW access it may save you time to look here first should you encounter any difficulties.